



VETERANS
EDUCATION SUCCESS

Sample complaints from
student veterans who have contacted VES

C.R.; attended Ashford University

“When I applied for my degree with Ashford. I was told that I would get hired to a job in my field. My husband was active duty Army and he gave me his GI Bill in order for me to get my degree. While signing up for the GI Bill I was under the impression that I was signing up for grants or money that was to accompany the GI Bill for recipients. Now that I have over \$40k in student loans, I feel like I was left holding the bag. My credit has taken a hit, I've gotten my resume updated numerous times, I've applied to well over 100 jobs, and years later I still don't have a job in my field.”

M.L.; attended Ashford University

“Prior to applying to Ashford University, I was informed by them that the school was the only Online University backed by the Army. They contacted me repeatedly. Once I began the process, the actual educational benefits were very poor with little to no feedback / communication from the professors. Throughout my education, Ashford repeatedly "misplaced" / lost many of my financial records and funds. At the end, they repeatedly charged me for my transcripts and graduation fees even though I had paid them several times.”

B.D.; attended Ashford University

“The cost of tuition for this school was much greater than they recruited me for, then there were student loans taken out. They said financial aid needed to be a second form of payment, however, because of my military status and benefits it wouldn't be used.”

R.D.; attended Ashford University

“I was encouraged to take out student loans for my degree at Ashford. The representative stated that the G.I Bill would not cover everything. She also stated that the BA in social science would help me find work in the social work field. They also suggested that I take out student loans while I waited for my credits to transfer so I can start school. She stated that Ashford would assist me in finding placement in my area in jobs related to the social work field. Once I was going to

graduate I was constantly harassed. They stated that prior students of Ashford would get a reduced rate and they wanted me to continue using my G.I Bill and that's when they said I would qualify for the post 9-11 bill but again I would have to take out student loans to cover the costs that my veteran payments did not. The representative stated that I could get my MBA in Information Systems and I would again get assistance in obtaining employment with various technology companies after I graduate. I didn't really have a break between my BA and Master's degree and at the time I felt that many of my teachers offered zero help and didn't even grade my papers. They just gave me As. After graduation I was told my degree wasn't suitable for any employment within the I.T. field and multiple companies with business positions did not see my MBA as a creditable MBA. Many companies stated that my degree did not have an actual accreditation that is needed for a career within the business world. I feel that I was personally targeted as a veteran. I've always regretted both of these degrees because I felt like I had been misled into getting help with job placement and the accreditations do not hold up when I've applied to these jobs. Degrees from Ashford are looked at as a joke and seen as fake degree to many employers."

J.J.; attended Ashford University

I was referred by a friend who attended Ashford. Everything seemed to sound great initially, however I was told in order to start classes I would need to apply for student aid while my GI Bill processed. I was told that this to only enable me to start class right away and that there would be a hold on the loan and the money wouldn't be touched. Unfortunately that is not what happened, as soon as the funds became available Ashford withdrew the loan to pay for my classes. I had never planned on using student loans, I had thought that with my gi-bill I wouldn't have to worry about loans piling up.

J.W.; attended Grand Canyon University

"After receiving a veterans discount on tuition, using my GI Bill, and receiving a Pell Grant (undergrad only), I still found myself roughly \$50,000 in debt with student loans as I near the end of my postgraduate education. How did this get so expensive over a four-and-a-half year period? After undergrad graduation, I left law enforcement to pursue a career in management. Two years later I'm barely making more than I did in law enforcement and few companies seem to care about a bachelors or master's degree from GCU."

R.N.; attended Kaplan University

"I was told my degree would triple my income, yet I took a pay cut to get my first job in the field. I feel I got a piece of paper that had no weight in the field. I no longer include it on my resume. I have \$40,000 or more in debt that I cannot afford and have little to nothing to show for it."

J.W.; attended Kaplan University

"When I applied to Kaplan University, I was told by my recruiter that the school was accredited and that my credits would transfer to any other school I attended. I specifically asked her, "Will the credits transfer to the University of Alabama once I returned from Iraq?" and she assured me that they would. Well, when I returned home I found that the credits were worthless. They wouldn't even transfer to the local community college here in Birmingham."

K.W.; attended Kaplan University

"Kaplan has been nothing but trouble for me. I have a laundry list of issues with them. I eventually just called it quits after finishing about 80% of my degree plan when I found out their credits wouldn't transfer to traditional schools. A complete waste. Not to mention that they constantly added classes to my degree program forcing me to waste my Post 9/11 benefits. I want justice more than anything."

S.N.; attended Kaplan University

"I was recruited online, was promised job placement, jobs I applied for say my degree is not sufficient. It is not equivalent to a 4-year bachelor degree. I was promised low prices and grants come to find out I owe thousands in loans."

W.F.; attended ITT Tech

"I was first drawn to ITT Tech because of their ads that discussed how they would help students with job placement. They also used posters that listed the salaries that supposedly corresponded with different degrees from the university. Once I was there, though, the school did nothing to help place me in a job. I attempted to find employment on my own but have never found work or even landed an interview in what I studied."

R.S.; attended ITT Tech;

"I was recruited by ITT tech for a degree in IT. After almost a year I learned that none of my credits would transfer to other schools and that a few places I asked about getting a job with told me that ITT was not an accredited school. After that I left the school and started attending ivy tech in Indiana. Now I have about 6k in student loans for credits that are worthless. I am a disabled vet."

R.B.; attended Devry

"My main complaint is that I took an enormous amount of loans which has me in deeply in debt by about \$110,000 but I am not getting the jobs or job interviews that were promised as a part of their recruitment. They said an average of 92 percent of graduates would be working in their field of study or at least close to it

within 6 months of graduating. I've graduated with my BS in 2008 and my MBA and MPM in 2010 and 2011 and still have not found anything."

E.L.; attended Devry

"They said 95% of graduates were able to get a degree just because of the school's reputation. Also that they would assist in finding a job which they didn't. What they told me was a grant turned out to be a loan. After graduating I still had no idea how to do what I was 'trained' to do."

J.S.; attended University of Phoenix

"Tuition jumped from \$750/3cr class to \$1500, poor teaching quality, could not find a job despite promises at outset of 83% employment, had to repeat whole degree at different college to get a job; doesn't list UOP on resume anymore."

M.M.; attended Brown Mackie

"I was recruited for pharmacy tech and never told that my credits couldn't transfer. Then I was harassed when I had to move to be closer to my parents due to their health issues. Now they are saying I owe student loans totaling 16K when I used my GI Bill to pay for schooling."

R.G.; attended Colorado Tech University

"After being contacted by CTU, I was told that their program was accepted by the state of Georgia in the psychology program. I was later informed by the licensing board in Georgia that it was not. There were certain courses that I would have to retake, which would cost me extra money. During my enrollment at CTU, I felt that my time was wasted. Although I maintained a 3.8 GPA, I felt as if I did not learn anything. Being a Psychology major, after over a year of higher education, I felt that I knew just as much then as I know now. I have not learned anything since I was enrolled at CTU. When I questioned my advisors about this matter, they quickly brushed me off and told me that they would get back with me. I recently withdrew from CTU because I'm scheduled to graduate next year. But as I mentioned earlier, I feel as if I have not learned anything while enrolled at this institution. The money spent at this college does not represent the education I received. Enrolling at CTU was one of the biggest career mistakes I ever made."

J.R.; attended Colorado Tech University

"Was told that cost of program would be covered but it wasn't....[school] represented that credits would transfer to other schools and they did not....This is a school that's just worried about money and not the students."

F.A.; attended American InterContinental University

“For the longest students found out that the University was not accredited, they got it years later but was lied to when we signed up. I believe that my refund check was stolen from me the first three years of going to the university. The never helped me with any leads for jobs after I graduated, and they could not teach me hands on anymore than I already knew.”

J.M.; attended Sanford Brown

“During meetings with the recruiter/advisor/counselor when I signed up for the program, I was presented with a balance sheet showing the cost of the entire program and the amounts that I would periodically get back as a check (without explaining that it was part of my loan). They asked me how much I was making at McDonald’s, which they calculated as an annual salary of \$21,000 to \$22,000, and said that the average income for their graduates in my program was \$42,000 to \$50,000. I wasn’t even able to get a job using the degree that I obtained from Sanford Brown, and they didn’t provide the job placement assistance that they promised either. I eventually went back to work for McDonald’s, and wasn’t able to make my loan payments and went into default on my loans. Since 2006, my federal income tax refunds have been garnished to make the loan payments. I was also homeless for a period of time before I went into the military.”